

Figure 2a

Price
P

Quality

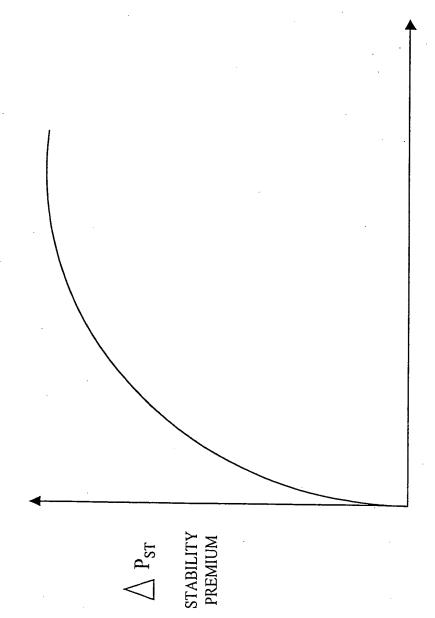


Figure 2c

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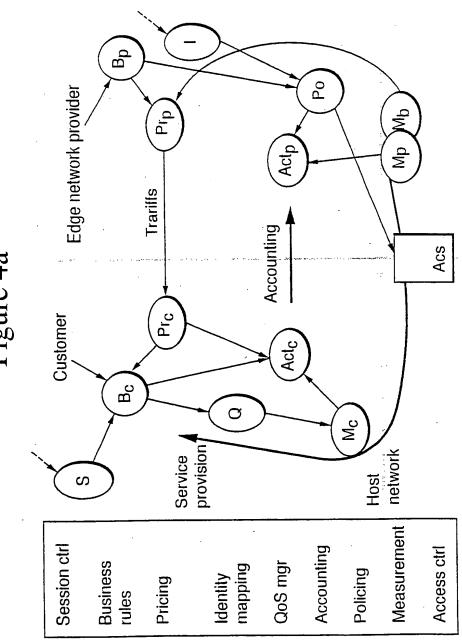


Figure 4a

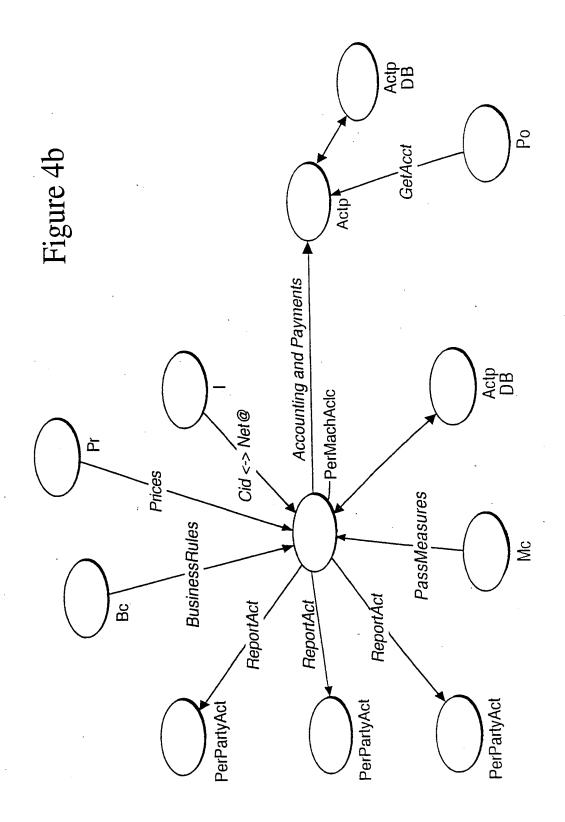


Figure 5a

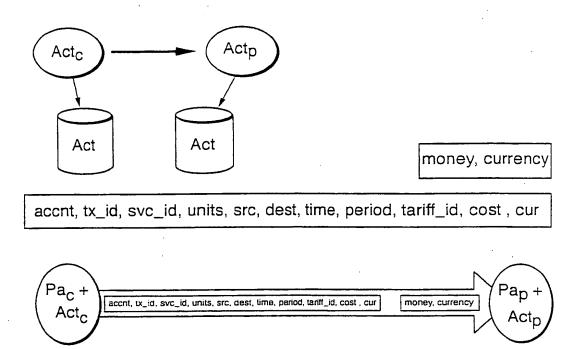
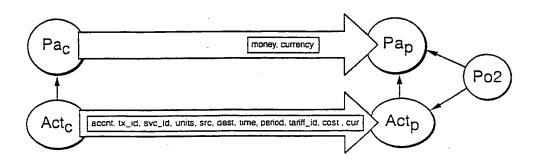
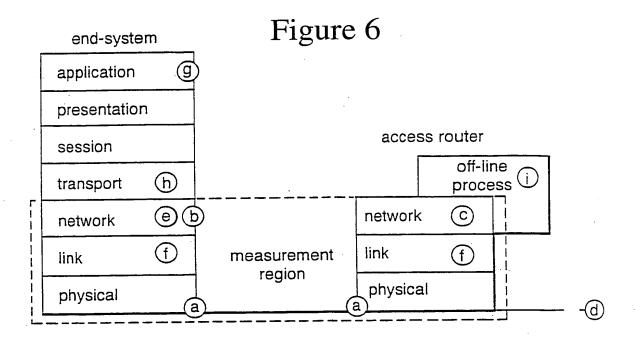
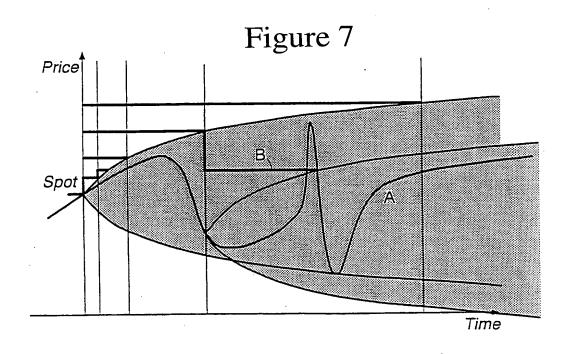


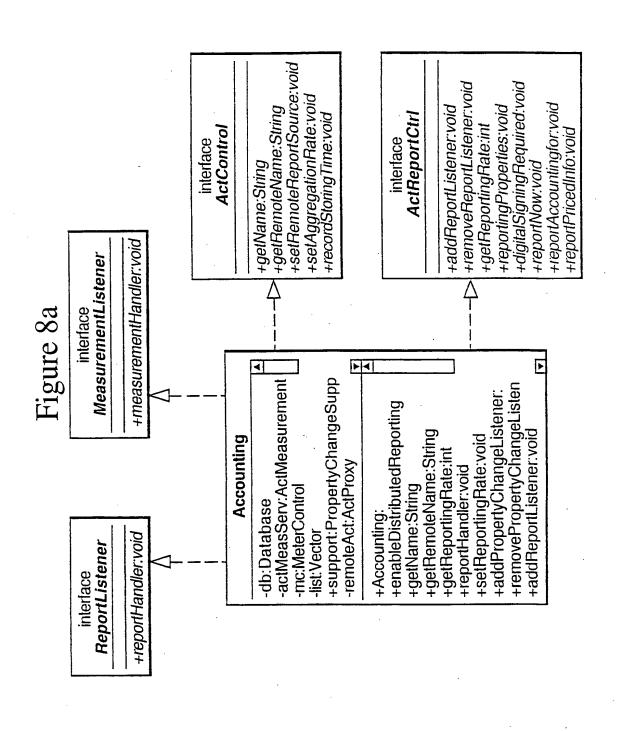
Figure 5b



BEST AVAILABLE COPY







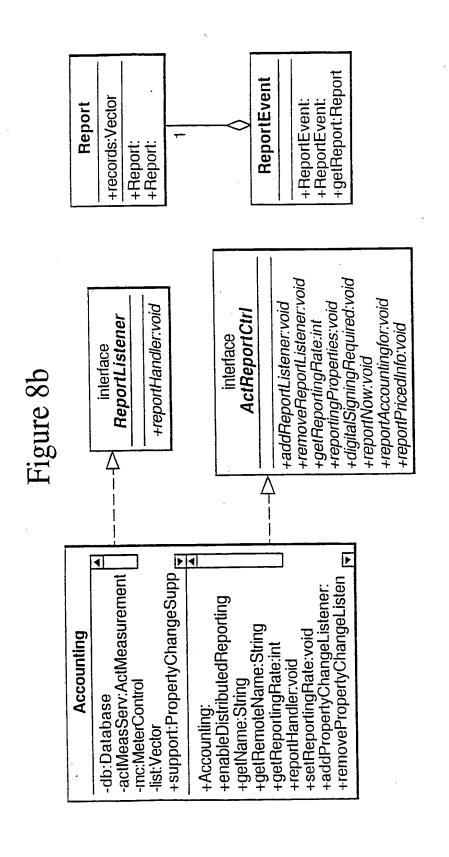
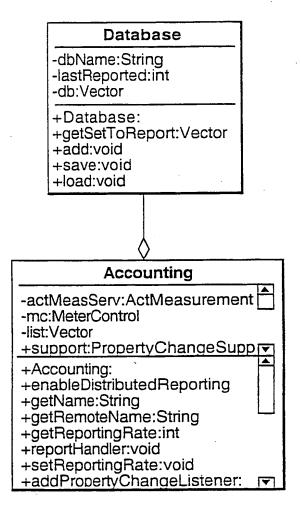


Figure 8c



Record +recordIDCount:long +recordID:long +customerID:long +liability:int +NORMAL:int +DISPUTED:int +expectedPayer:long +serviceID:int +serviceDetails:int +sourceAdd:InetAddress +destAdd:InetAddress +sourcePort:long +destPort:long +startTime:String +duration:long +Record: +Record: +Record: +getRecordID:long

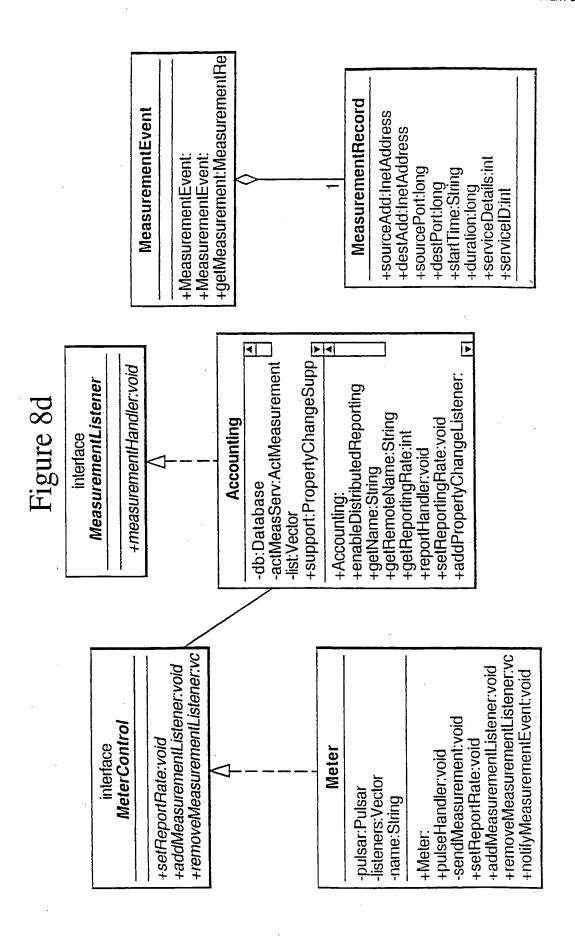


Figure 8e

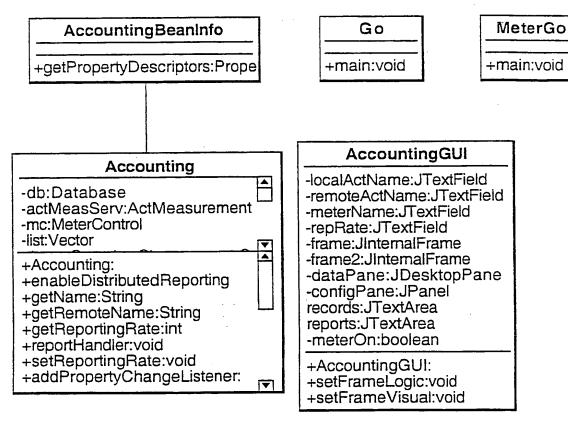


Figure 9

